



Job Title	Operations Manager	Job Code	FS0743
Pay Plan	USPS	Pay Grade	18
Union	Non-Union	FLSA Status	Exempt
Job Family	Facilities	Union Code	000
		Subfamily	Maintenance

Job Family & Subfamily Summary

Facilities Professionals Plan, design, manage and/or perform activities related to the maintenance, construction and/or installation of facilities, infrastructure and grounds.

Maintenance Professionals Performs a broad range of duties essential to efficient, effective, and safe operation of facilities and services within and across the university.

Job Summary

Oversees the organization's ongoing operations and procedures. Acts as a change agent for business processes within department. Monitors projects for appropriate input, tracking, and compliance. Acts as team lead to direct and manage hot actions and projects. Assists senior management to facilitate a cohesive working group and comprehensive work product. Assists the AVP in achieving the overall goals of the domain & enhances teamwork and collaboration among senior management.

Representative Duties

1.

- Oversees the organization's ongoing operations and procedures
- Controls diverse business operations and secures the functionality of each business to drive extensive and sustainable growth
- Acts as a change agent for business processes
- Leads the execution of strategies developed by the AVP
- Delivers results on a day-to-day, quarter-to-quarter basis
- Employs ISO standards and GSD management principles to ensure that actions are timely and responsive

2.

- Manages projects and programs, ensuring alignment
- Independently leads AVP-initiated projects, involving confidential or time-sensitive issues
- Develops and drafts communications on behalf of the AVP and/or research in support of such communications
- Proactively identifies issues that could impact the successful execution of commitments, elevates those issues, and frames/positions ideas to resolve the problem/mitigate the risk
- Supports the Directors' communications with the AVP so that critical issues receive needed responses, guidance, and decisions in a timely manner
- Oversees strategic initiatives developed by the Directors and AVP
- Prepares and facilitates "critical path" meetings
- Attends meetings on behalf of the AVP, when necessary
- Manages relationships with partners/vendors
- Works behind the scenes to solve problems, mediate disputes, and deal with issues before they are brought to the Directors/AVP

Education, Experience, Skill Requirements		
	Required	Preferred
Education Level	High School Diploma or Equivalent	
Certification(s)		
Licensure(s)		
Work Experience		
8+ years of relevant work experience with a High School Diploma OR 4+ years of relevant work experience with a Bachelor's Degree		
Additional Requirements		

Physical/Environmental Demands
Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.